



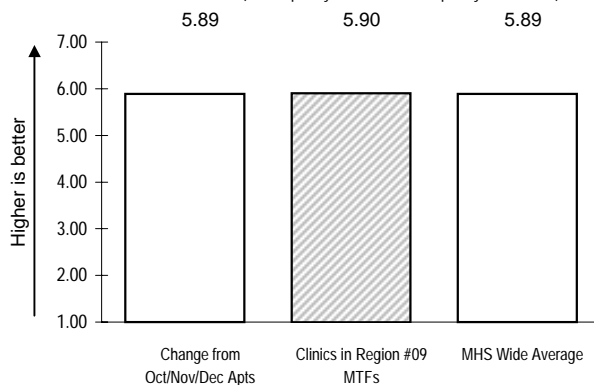
Regional Action Plan Report TRICARE Southern California Region

Patient Satisfaction Report: January/February/March 2001 Appt. Data

Total Mailed = 8659 Returns As Of Cutoff = 2240 Non-deliverables = 774 Response Rate = 28.4%

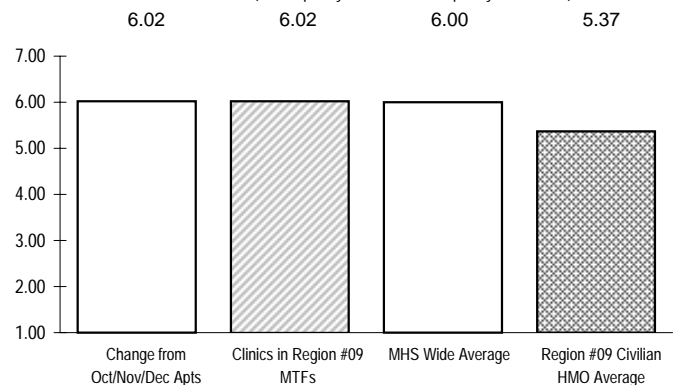
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Clinics in Region #09 MTFs

Significantly Different From Clinics in Region #09 MTFs

Comparison To:

Change from Oct/Nov/Dec Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	MHS Wide Average	Region #09 Civilian HMO Average
<input type="checkbox"/>	Access Average	3.68	3.68	3.39
<input checked="" type="checkbox"/>	* Office wait time (Q9)	3.65	3.58	3.24
<input type="checkbox"/>	* Referral for specialty care (Q10c)	3.83	3.74	N/A
<input type="checkbox"/>	* Access to medical care (Q10b)	3.78	3.77	3.60
<input type="checkbox"/>	Time to return your call (Q11)	3.43	3.47	2.94
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	3.68	3.76	3.68
<input type="checkbox"/>	Appointment wait time (Q7)	3.78	3.79	3.37
<input type="checkbox"/>	Quality Average	4.14	4.09	3.74
<input type="checkbox"/>	** Overall quality of care received (Q3j)	4.18	4.15	3.79
<input type="checkbox"/>	** How well the care met your needs (Q3i)	4.05	4.01	3.67
<input checked="" type="checkbox"/>	** Thoroughness of treatment (Q3c)	4.24	4.17	3.82
<input type="checkbox"/>	How much you were helped (Q3h)	4.03	3.97	3.64
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)	4.20	4.16	3.78
<input type="checkbox"/>	Interpersonal Relationship Average	4.14	4.11	3.72
<input type="checkbox"/>	** Personal interest in you (Q3e)	4.16	4.13	3.77
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	4.00	4.00	3.52
<input type="checkbox"/>	** Advice on ways to avoid illness/stay healthy (Q3f)	4.04	4.00	3.58
<input checked="" type="checkbox"/>	Attention given to what you had to say (Q3b)	4.26	4.19	3.84
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	4.24	4.22	3.88

Your rating is:



Lower



Same



Higher

For further information, contact:

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